

New Zealand Procurement Academy

Course Outline: Supplier Relationship Management (2 day)

Overview

Enhance your understanding of how the business drivers of commercial organisations influence their behaviours during performance of a contract, and gain insights into how procurers' own behaviours are critical to the quality of contracting outcomes.

Objectives

This course is designed to enhance the contracting professional's understanding of how the business drivers of commercial organisations influence their behaviours during the performance of a contract. It also provides participants with an insight into how their own behaviours are a critical determinant of the quality of contracting outcomes.

Participants will gain the skills and techniques to build on this understanding to optimise various contract relationships.

Who should attend?

Procurement professionals who are involved in the management of contracts and suppliers/service providers and those keen to learn how to get the best value for money from their third party contracts.

Level

This course is at the level of Intermediate – Advanced.

Programme Content

This programme will apply facilitated sessions, group discussion and case studies to address the following:

- achieving a basic understanding of relevant financial and accounting terms as they relate to contract management
- the various commercial drivers including risks which can shape suppliers' behaviours
- how different business models under which suppliers can operate, affect their objectives
- identifying what builds trust in the contract relationships present in your enterprise today
- the importance of trust, mutual respect and commitment in delivering sustained value for money for the life of a contract

- using this knowledge to improve outcomes and achieve dynamic contract management

Benefits to participants

The attendees will:

- Expand their understanding of supplier relationship management and techniques to ensure contracts meet stakeholder needs
- Increase awareness and understanding of the essential framework that underpins contract management
- Learn various techniques and skills in managing relationships
- Understand how to align supplier / client strategies and objectives
- Develop effective communication strategies
- Identify the drivers of trust in relationships and how dispute resolution is facilitated through strong, professional relationships
- The influence of fixed, variable and marginal costs, volume risk and, other commercial risks on contract outcomes
- The reasons behind observed behaviors of suppliers
- The means at their disposal to avoid or mitigate those behaviors
- Building and maintaining win/win, continuously improving relationships

Benefits to the employer/organisation

The sponsoring organisations will benefit through procurement and contracting staff being provided with an excellent basis for maximizing ongoing value for money in contracts by:

- interacting with suppliers in a way which respects their commercial drivers
- achieving strong, mutually beneficial relationships with strategic suppliers
- collaborating to harness ongoing continuous contract improvement